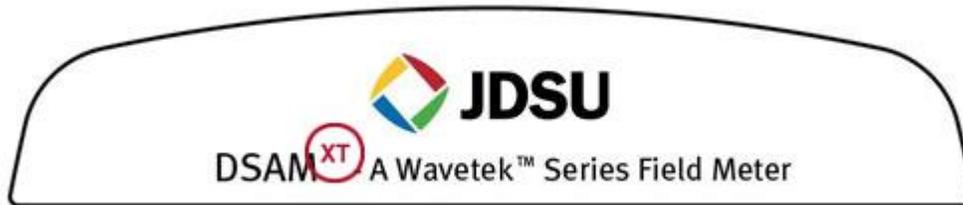


Test Productivity Pack (TPP) Upgrade Instructions

Attention DSAM users and Test Productivity Pack (TPP) administrators: Before you proceed, please ensure that you are upgrading an XT model DSAM. This firmware upgrade is for DSAM^{XT} meters only. If you have a non-XT DSAM, please refer to version 3.8.4 upgrade instructions on [this page](#) instead. If your DSAM is an XT version, there will be an "XT" superscripted by "DSAM" on the brow label above the display screen (see circled portion of label shown below).



Important:

- DSAM firmware release V4.5.3 is for DSAM^{XT} only. For latest firmware support for non-XT DSAM meters, follow instructions on [this page](#)
- TPP V4.8 will not allow latest Home Certification features to be configured within the TPP thick client, this will require TPP V5.0

TPP Administrators: please pay attention to the DSAM upgrade instructions below.

TPP Upgrade Instructions

Before upgrading your DSAM^{XT} be sure to upgrade your TPP server to TPP V4.8 or V5.0 first. Please visit the [TechComplete™ Test Productivity Pack \(TPP\) Software Upgrade](#) website for TPP upgrade information.

DSAM 4.5.3 (and future/later versions): for XT meters only

- Deployable by TPP 4.8 and later.
- TPP v4.8 and later will not list (or allow selection) of any non-XT meters for deployment.
- This protects the customer from damaging their meter with the wrong firmware.
- Only exists as a ZIP file (no separate XML file).

To maximize upgrade reliability, please upgrade your DSAM on networks that have reliable connections, minimal network congestion, and no restricting firewalls. In the case where you feel the IP or RF networks have intermittent reliability or you have experienced upgrade failures, we recommend that a direct laptop connection or Ethernet connection be used.

Please read the following instructions and follow them step-by-step.

1. Connect your DSAM to the charger to provide a consistent power supply during the upgrade.
2. Synchronize each DSAM for upgrade to TPP via the Ethernet port to verify proper configuration and communications. Firmware upgrades require connection to the DSAM through the Ethernet port.
3. Avoid upgrading more than 10 meters at a time per TPP server. If your server connection is less than 10 Mbps, for example to a cable modem with a 384k upstream, you should limit your DSAM upgrades/synchronizations to 4 at a time.
4. Download the file below. Save the file by right clicking on it and Select "Save Target as..." or "Save Link as.."
 - o [dsam4.5.3.zip](#)
5. **Important: Starting from DSAM v4.0 firmware, the license file (.xml) is no longer required.**
6. Launch TPP 4.8 thick client or log in TPP 5.0 web client and go to "manage meter assets" page.
7. Ensure the DSAM(s) you are upgrading appear in the Meter Assets list, specified by serial number. If they are not on the list, you must add the DSAM(s) and synchronize them before you proceed to the next step.
8. In the "meter management tasks" sidebar on the left of the manage meter assets page, click on "upgrade meters".
9. On the upgrade meters page, click "browse" and select the downloaded firmware file from the location you saved it to, in step 4 of this list. Then click "open".
10. The list of upgradeable meter(s) should now be displayed on this page. If there is no list, please review the previous steps or contact Technical Assistance Center (TAC) at the number below for further assistance. Ensure that only the meter(s) that you wish to upgrade are checked. De-select those meters you do not wish to upgrade.
11. Click the "done" button in the bottom right corner.
12. Synchronize the DSAM(s) with TPP.
13. After the meter has rebooted, verify the upgrade is successful. Check the "manage meter assets" page, sync "Status" column, and ensure the most recent sync is OK, and check the "FW Version" to see that it is V4.5.3.
14. If the meter reboots to a screen that says "Upgrade was not completed, press soft key 1 to retry the upgrade" you should repeat steps 7 to 10 and re-deploy the upgrade BEFORE pressing the key to re-synchronize.
15. If you have any issues after re-trying to synchronize, please contact TAC at the number below.
16. Congratulations! The latest DSAM firmware has now been installed!

For user interface languages other than English, Spanish, French and German, after you update your firmware according to the process described above, you may choose to update your meter by **repeating** the process described above with the appropriate

- [Chinese: dsamv4 5 3 cn.zip](#)
- [Hungarian: dsamv4 5 3 hu.zip](#)
- [Japanese: dsamv4 5 3 ja.zip](#)

- [Korean: dsamv4_5_3_kr.zip](#)
- [Polish: dsamv4_5_3_pl.zip](#)
- [Portuguese: samv4_5_3_pt.zip](#)

For DSAM users wishing to use Euro PacketCable™ with the DSAM:

The DSAM is capable of operating on Euro PacketCable VoIP networks; however, the DSAM must be configured with the appropriate PacketCable build and may be configured via a TPP update. The update completes in around 5 to 6 minutes and does require the meter to be setup like a firmware upgrade with TPP and the meter must synchronize over Ethernet and remain plugged into the charger. Upgrade the DSAM to the v4.5.3 Euro file when the **Euro PacketCable standard is required**.

Again moving forward only the .zip file is required for the upgrade between PacketCable standards to complete correctly:

- Firmware file: [dsamv4_5_3_euro.zip](#)